C CARES Version 2.0

Why in News?

Coal Mines Provident Fund Organization (CMPFO) has launched the C CARES Version 2.0 recently.

- It is an enhanced web portal of Coal Mines Provident Fund Organization (CMPFO).
- It is designed to improve the efficiency and transparency of ***Provident Fund and Pension disbursements for workers*** in the coal sector.
- **Developed by** - Centre for Development of Advanced Computing (C-DAC) with support from the State Bank of India.
- This upgraded platform connects coal workers, companies, and CMPFO, facilitating real-time claim tracking, automated ledger updates, and direct benefit transfers to workers' accounts.
- **Features** - Additionally, a mobile application has been introduced for CMPF members, enabling them
    - To manage their profiles,
    - Monitor claims,
    - Raise grievances, and
    - Check their provident fund balances, all while benefiting from a user-friendly chatbot for assistance.
- For coal companies and CMPFO, the system provides a prescriptive dashboard.
- The dashboard generates tailored reports, analyzes claim settlement trends, and enhances data-driven decision-making, ultimately leading to improved service delivery and faster claim resolutions.

Coal Mines Provident Fund Organization (CMPFO)
• It is an autonomous organization. • **Established in** - 1948 under the Ministry of Coal. • **Aim** – To administer provident fund and pension schemes for the coal sector workers.

Reference

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